

Taming the E-mail Monster

Legislative Process Committee - October 17, 2007



Legislative Research and General Counsel - October 2007

Why Use E-mail?

- ♦ A common communication form
- ♦ Costs
- ♦ Distribution list creation



The Flow of E-mail

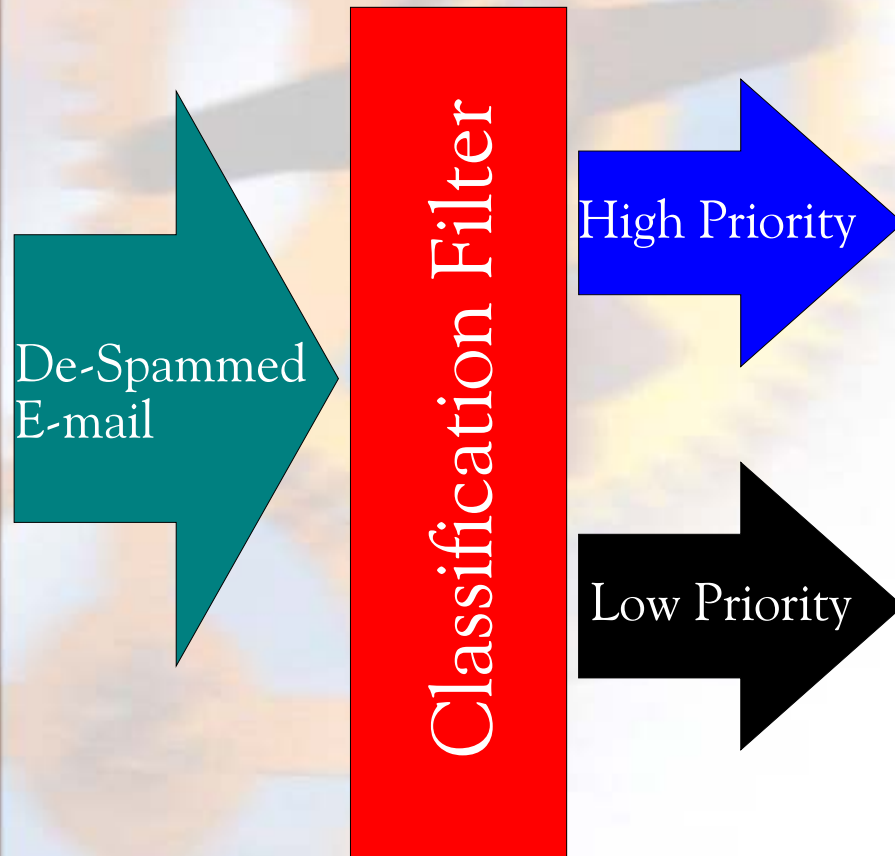
Spam Filters -The First Line of Defense



- ♦ Can be at the PC or E-mail Server Level
- ♦ May also catch virus and trojan-horse E-mail
- ♦ State E-mail (@utah.gov) has a filter
- ♦ Most Internet Service Providers have a filter
- ♦ Junk E-mail address

The Flow of E-mail

E-mail Classification -The Second Line of Defense



- ♦ Multiple options to classify e-mail
- ♦ E-mail form on website
- ♦ “Private” email account
- ♦ Classification folders
- ♦ Auto-response asking for address

The Flow of E-mail

Efficient Handling - The Last Line of Defense



High Priority

Handling Strategies

- ◆ Handle it once
- ◆ Standard response
- ◆ Legislative website (le.utah.gov)
- ◆ Information Center - legisweb@utah.gov
- ◆ Proxy or shared access for interns during the session
- ◆ Wireless PDA's (Blackberry)

Alternatives to E-mail

- ◆ Blackberry to Blackberry - PIN messages
- ◆ Traditional methods: standard mail, phone, visits, town meetings
- ◆ Electronic town meetings
- ◆ Discussion groups (Wikis, Blogs, and Video)
- ◆ Online polls

Related Issues

Potential Gains from the E-mail Environment

- ◆ Calendaring of legislative meetings
- ◆ Scheduling appointments
- ◆ Notification of process milestones
- ◆ Paperwork simplification

Resources To Make This Happen

Who can do this?

- ◆ For training - check with your support staff
- ◆ Staff offices should be able to help with general information and generic standard responses
- ◆ Your support staff may be able to purchase or develop solutions
- ◆ OLRGC may be able to assist in developing solutions

Questions?

